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PATENT
00EC037/78111

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al.

Title: Providing Customer Data to an
Automatic Call Distribution System
Agent

Serial No.: 09/499,817

Filed: 8 February 2000

Primary Examiner: Bing Q. Bui

Art Unit: 2642

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This reply is submitted to the Final Office Action mailed 16 June 2005. This reply
hereby authorizes the charge of any deficiency in fees in connection with the captioned
application to Deposit Account 23-0920.